

COMPHIBGRUTHREE INSTRUCTION 1740.1A

Subj: COMPHIBGRU THREE STAFF SPONSOR PROGRAM

Ref: (a) OPNAVINST 1740.3
(b) MILPERSMAN 1810580

Encl: (1) Sponsor Program Guide

1. Purpose. To issue policy for the Command Sponsor Program within CPG3.

2. Cancellation. COMPHIBGRUTHREEINST 1740.1A

3. Background. The Chief of Naval Operations established the Navy Sponsor Program in 1970 to ease the move of Naval personnel and their families when transferred on Permanent Change of Station (PCS) ORDERS. This instruction is designed to simplify references (a) and (b) and implement the Command Sponsor Program for CPG3.

4. Duties and Responsibilities.

a. Chief of Staff (N01) and CMDMC (N003). Monitor the compliance with and effectiveness of the sponsor program.

b. Flag Secretary (N002) and Administrative Office Supervisor (N11). The Flag Secretary is the Sponsor Program Coordinator for officer personnel and Administrative Office Supervisor is the Sponsor Program Coordinator for enlisted personnel. They will:

(1) Assign sponsors.

(2) Upon receipt of a transfer directive, a welcome aboard message will be sent within three working days.

(3) Have newly reporting personnel complete the Sponsor Arrival Questionnaire upon admin check-in. The questionnaire will then be forwarded to the Command Master Chief and Chief of Staff for review. They will share criticism/recommendations for improvement that can benefit the Sponsor Program with other departments via Leading Chief Petty Officer meetings.

(4) Develop internal controls to monitor compliance with all aspects of the program.

(5) The Administrative Office Supervisor for officer and enlisted personnel will maintain the Command Sponsor Program file. The file will consist of:

- (a) Sponsor Assignment Memorandum
- (b) Copy of PCS Orders
- (c) Welcome Aboard Message
- (d) Copy of Sponsor Letter
- (e) Arrival Questionnaire

c. Department Leading Chief Petty Officer. The Department LCPO will be designated as the collateral duty sponsor program coordinator for their department. The departmental coordinator will:

(1) Ensure all incoming personnel are assigned sponsors from their department within three working days of receipt of Appendix B. Appendix B is returned to ADMIN for filing.

(2) Brief all sponsors on their responsibilities outlined in enclosure (1), and give the sponsor a Sponsor Check-Off List, Appendix A.

(3) Ensure that the sponsor welcome aboard letter and package is ready to be mailed within two days after receipt of message from transferee or phone communications with transferee.

d. Command Master Chief. The CMDMC will:

(1) Overseeing the sponsor program to ensure maximum benefit to newly reporting members.

(1) Review Sponsor Arrival Questionnaires. Comment on those evaluation sheets that contain comments of dissatisfaction and/or recommendations for improvement of the Sponsor Program and forward through the chain of command.

J. L. CLARK
Chief of Staff

COMMAND SPONSOR PROGRAM GUIDE
TABLE OF CONTENTS

	Page
1. Points to consider in making the Command Sponsor Program work	2
2. Choosing a Sponsor	2
3. Sponsor Required Reading	3
4. Sponsor Results	5
5. The Welcome Aboard Package	6
Appendix A - Sample Sponsor Checklist	A-1
Appendix B - Sample Notification and Sponsor Information Sheet	B-1
Appendix C - Sample Command Welcome Aboard Message	C-1
Appendix D - Sample Welcome Aboard Letter from Sponsor	D-1
Appendix E - Arrival Questionnaire	E-1

COMMAND SPONSOR PROGRAM GUIDE

1. Points to consider in making the Command Sponsor Program work. Below is a list of points to consider when determining what specific command procedures are necessary when instituting, upgrading, or evaluating a Sponsor Program:

a. Command must ensure a sponsor is assigned.

b. Special attention by the receiving department is required in order to ensure that prospective members in fact receive advance, accurate, and complete information prior to their transferring from their command. Personal contact through letters, messages, and telephone calls is essential.

c. Many sponsors need to be briefed, not only on their responsibilities but also on the importance of their duties in view of the adverse affect relocation can have on retention.

d. Limited advance notice requires ingenuity and immediate responsiveness by both the detaching activity, the receiving department and the assigned sponsor.

e. Establish an internal monitoring/evaluation system to ensure the program remains effective. Appendix D is provided for command evaluation.

f. Family Service Centers (FSCS) are valuable resources to support Sponsor Programs. Interface with such organizations must be clearly understood to avoid gaps and delays. They cannot be allowed to substitute for each department's direct communication with the member.

2. Choosing a Sponsor

a. The main component needed to ensure that the Sponsor Program is carried out effectively is the individual sponsor. Below is a compilation of skills and attitudes that make the difference between just assigning someone to act as a sponsor or actively choosing the person most qualified. A good sponsor will usually have the following qualifications:

(1) Be familiar with the command and its surrounding geographical location.

(2) Be available to help the newcomer the first few days after arrival.

(3) Be knowledgeable about available resources so that if information is needed, he/she knows where to get it.

(4) Be familiar with the applicable command procedures and instructions.

(5) Be willing to do more than the minimum to ensure a smooth transition is made to CPG3.

(6) Be scheduled to remain on board for at least one month after the arrival of the incoming person.

(7) Be someone who's attitude will create a positive first impression.

(8) Be someone who believes in the potential value of the program.

b. Experience has shown that commands with highly effective Sponsor Programs not only show care in the selection of sponsors but they also provide support.

3. Sponsor required reading:

a. Knowing what to expect and having personal contact with the new person can make the difference between a good move and a bad one. The sponsor can make the difference. Although you may have mixed feelings about being assigned as a sponsor, you must also realize the success of any program rests with those who are charged with the responsibility for implementing it. Even if you did not "volunteer", the opportunities will be worth the time and effort you put in to them. Duties of a sponsor can be broken down into three phases: (1) Pre-arrival, (2) Arrival, and (3) Post-arrival. The following checklist is provided as means of ensuring that the sponsor takes all the necessary actions.

(1) Pre-arrival. Once you have been assigned as a sponsor, you should do the following:

(a) Read the command instruction on the Sponsor Program.

(b) Draw upon the knowledge gained from your own experiences as a newcomer.

(c) Draw upon your experiences with the Sponsor Program. If you have not found your sponsors helpful, decide what was lacking and try to make improvements.

(d) Contact the person you are sponsoring as soon as possible

(e) Ask individuals in your department for suggestions or help in meeting your requirements. Even if you have been a sponsor before, do not take the program for granted.

(f) Contact the person you are sponsoring as soon as possible. Use the telephone, if available, to begin the process of exchanging information.

(g) Write a letter/email to welcome your new shipmate and inform him/her that you have been assigned as the sponsor and that you will do all you can to assist him/her in making the move as smooth as possible. Be sure to include your commercial and DSN telephone numbers and email address.

(h) Perform other duties as required to make the relocation even more successful.

(2) Arrival. Once the individual arrives, you should:

(a) Meet him/her and/or family at arrival point.

(b) Accompany him/her to temporary lodging.

(c) Arrange for temporary transportation if required.

(d) Assist in getting him/her to the Exchange or Commissary for immediate needs, if desired.

(e) Assist him/her with check-in procedures.

4. Sponsor Results. The above list is not exhaustive, and sponsors are encouraged to use initiative and ingenuity to increase the effectiveness of the program. If you sponsor someone as you would want to be sponsored the following occurs:

a. You will create a positive first impression that will have a favorable impact on job performance.

b. You will facilitate the relocation, lessening the stress for staff personnel and their families.

5. The Welcome Aboard Package.

a. Admin will be responsible for mailing a Welcome Aboard Package to the new member if he/she is reporting outside the San Diego area.

b. The Welcome Aboard Package should include, but not be limited to:

- (1) Housing information;
- (2) Government housing - waiting period;
- (3) Local military facilities;
- (4) School information for children (if applicable);
- (5) Local Family Service Center;
- (6) Map of the local area; and
- (7) The sponsor's welcome aboard letter

APPENDIX A

1. Ensure a "Welcome Aboard Message has been sent to your new shipmate.
2. Provide follow-up letters or phone calls to answer any questions the new member may have.
3. Ensure transportation is available from place of arrival to the command and temporary lodging.
4. Prior to member's arrival, check and see if they need to make arrangements for temporary lodging. Help the member with it if necessary. Make sure the new member checks into the Housing Referral office prior to renting or buying a house. This is a must.
5. Escort the individual through the process of checking in.
6. Help the member locate the Personal Property Office to check on household goods and/or private auto shipments. This may be done before the member reports in for duty.
7. Provide a tour of the base, pointing out the Commissary, Exchange, Family Service Center, etc., and off base areas, if the member desires.
8. Remain an escort to the individual as long as necessary, at least until they know their way around and feel comfortable.
9. Be sure to confirm flight arrival time by calling the airlines (if applicable).

APPENDIX B

SAMPLE NOTIFICATION AND SPONSOR INFORMATION SHEET

MEMORANDUM

From: ADMIN Office Supervisor

To: (N code)

Subj: SPONSOR ASSIGNMENT IN THE CASE OF (Example: AD2 Jon R.
Doe, USN, 123-45-6789

Encl: (1) Orders for subject member

In accordance with enclosure (1), Petty Officer Doe is currently attached to (Command) and is due to report to CPG3 NLT ____.

_____ is hereby assigned as the sponsor for Petty Officer Doe. Please fill-in the sponsor for Petty Officer Doe and return this form to ADMIN NLT (Two Days).

Sponsor Signature

Department LCPO Signature

APPENDIX C

SAMPLE WELCOME ABOARD MESSAGE FROM THE COMMANDER

1. PLEASE PASS TO PETTY OFFICER DOE.
2. CONGRATULATIONS ON YOUR ORDERS TO THE STAFF OF COMMANDER, AMPHIBIOUS GROUP THREE (COMPHIBGRU THREE). THE COMPHIBGRU THREE STAFF CONSISTS OF OVER 100 SAILORS, MARINES, AND CIVILIAN PERSONNEL LOCATED ON THE THIRD DECK OF BLDG 116 AT NAVAL STATION, SAN DIEGO. COMPHIBGRU THREE SERVES AS THE PRINCIPAL ADVISOR TO COMMANDER, NAVAL SURFACE FORCE, U.S. PACIFIC FLEET AND COMMANDER, THIRD FLEET ON AMPHIBIOUS MATTERS, INCLUDING PLANNING, READINESS, DOCTRINE, TACTICS, EMPLOYMENT, AND TRAINING. COMPHIBGRU THREE UNITS ARE COMPRISED OF AMPHIBIOUS SQUADRONS, SHIPS, TACTICAL AIR CONTROL GROUP UNITS, NAVAL BEACH GROUP UNITS, NAVAL COASTAL WARFARE AND SELECTED RESERVE COMMANDS TOTALLING OVER 17,000 PERSONNEL. ADDITIONAL INFORMATION ON WWW.CPG3.NAVY.MIL.
3. YOUR SPONSOR IS (ASSIGNED SPONSOR). HE/SHE WILL BE CONTACTING YOU IN THE NEAR FUTURE AND CAN BE REACHED BY EMAIL AT: (LOWER CASE) (SPONSOR NAME) LAST.FIRST@CPG3.NAVY.MIL OR BY PHONE AT DSN: 526-XXXX OR COMM: (619) 556-XXXX. PLEASE FEEL FREE TO CONTACT HIM/HER DIRECTLY OR OUR ADMIN DEPARTMENT AT DSN: 526-1468, COMMERCIAL: (619) 556-1468, WITH ANY QUESTIONS YOU MAY HAVE.
4. THE FAMILY SERVICE CENTER (FSC) HERE AT NAVAL STATION, SAN DIEGO CAN BE A WEALTH OF INFORMATION TO ASSIST IN YOUR RELOCATION, THEIR PHONE NUMBER IS (619) 556-7404. THEY OFFER SPOUSE EMPLOYMENT ASSISTANCE, FINANCIAL PLANNING, ASSISTANCE IN FINDING CHILD CARE AND MANY OTHER SERVICES. YOU CAN ALSO CONTACT THE FAMILY SERVICE CENTER VIA THE STANDARDIZED INSTALLATION TOPIC EXCHANGE SYSTEM, "SITES." INFORMATION ON THE ENTIRE SAN DIEGO AREA WITH ITS MANY BASES CAN ALSO BE FOUND ON THE COMMANDER, NAVY REGION SOUTH WEST WEB SITE AT [HTTP://WWW.CNRSW.NAVY.MIL](http://WWW.CNRSW.NAVY.MIL)
5. ALLOW ME, ON BEHALF OF RADM W. C. MARSH AND THE ENTIRE AMPHIBIOUS GROUP THREE STAFF, TO OFFER YOU A SINCERE WELCOME ABOARD. I'M SURE YOUR TOUR HERE WILL BE REWARDING, CHALLENGING, AND FUN.
6. CAPTAIN J. L. CLARK, CHIEF OF STAFF, SENDS.

APPENDIX D

SAMPLE WELCOME ABOARD LETTER FROM SPONSOR

DATE

REPORTING MEMBERS NAME
AND ADDRESS

Dear (Rank/Rate and name),

I am writing to introduce myself as your sponsor, and to offer any help you may need in getting settled in San Diego. I am enclosing a number of information pamphlets about the San Diego area and hope these may be of help to you.

You will be assigned to the _____ department upon your arrival. The Assistant Chief of Staff in charge of this department is _____. You will be working for _____, who is the _____.

If I can help in any other way or answer any of your questions, please call DSN: 526-XXXX or COMM: (619) 556-XXXX.

Sincerely,

SPONSOR'S SIGNATURE

SPONSOR ADDRESS

APPENDIX E

SPONSOR PROGRAM EVALUATION

Rank/Rate, Name, SSN_____

Previous Command_____

Date reported to CPG-3_____

1. Did you receive a welcome aboard message?_____

2. Did you call your sponsor?_____

3. Did your sponsor call you?_____

4. Did you receive a letter/email from your sponsor with
information packets enclosed?_____

5. Were your questions answered and your needs met by information
supplied by the sponsor program? If not, what were the specific
shortfalls?_____

6. Do you feel that the sponsor program worked well for you?

7. What other sponsor assistance would have been helpful for you?
Be specific.

